

GOVERNMENT OF ODISHA
DEPARTMENT OF AGRICULTURE AND FARMERS' EMPOWERMENT
STATE INSECTICIDE TESTING LABORATORY

Saheednagar, Bhubaneswar

[Email-id-sranalyst.dag@nic.in](mailto:sranalyst.dag@nic.in), Phone No.7978288443

QUOTATION NOTICE

Sealed quotations are invited from consultant agencies for the Consultancy for NABL Accreditation of SITL, Saheednagar, Bhubaneswar.

Date of Publication of quotation & number	15.10.2024
Last date & Time for submission of quotation	23.10.2024, 5:00PM
Date and Time for opening of quotations	24.10.2024, 3:00PM
Designation and address of officer to whom the quotation is to be addressed	Asst. Director of Agriculture- Senior Analyst, SITL, Bhubaneswar
Superscription: Quotation for the Consultancy of NABL Accreditation	

Specification for the Scope of Work

SL No	Criteria
	<ul style="list-style-type: none">➤ Training of Personnel.➤ Updation of NABL portal for any change in the organization structure & for any NABL requirement.➤ Updation of Quality manual, Procedure manual, since last audit.➤ Review and assistance of complete records➤ Internal Audit as per plan.➤ Assistance for Management Review Meetings➤ Assistance for surveillance audit.➤ Any other work associated to maintain NABL Accreditation.

Special Conditions

- i. The main cover contains 2 (Two) separate sealed envelopes (A.Technical proposal, B.Financial proposal) in which the quotation is kept should be superscribed as '**Quotation call Notice for the Consultancy of NABL Accreditation**'and should be sealed with full address of the firm noted on the cover.
- ii. Consultancy of NABL Accreditation will be strictly in accordance with ISO-IEC/17025-2017.
- iii. The rates of consultancy should be inclusive of GSTCharges.
- iv. All rules and regulation concerned to government quotation will be applicable here also.
- v. The under signed has the full authority to accept or reject any of the quotations without any reason thereof.
- vi. The Consultancy period is up to 1Yr or obtaining NABL Accreditation whichever is earlier.

Proposal Submission

- I) Proposal must contain the complete address of firm, including contact number/ email address of the person who is authorized to submit the proposal with his/her signatures.
- II) Un-signed proposals shall not be accepted.
- III) All pages of the proposal being submitted must be signed and sequentially numbered by the Consultant irrespective of the nature of content of the documents.
- IV) All the detail documents relating to quotation will be available in the website of **agrisnetodisha.ori.nic.in** and can be downloaded from the same website.
- V) The interested consultants may submit their proposal to SITL, Bhubaneswar on or before the date & time mentioned in this Quotation documents.
- VI) The interested consultancy firm should submit the application through registered/ speed post to the mentioned address: **O/o-ADA-Senior Analyst, State Insecticide Testing Laboratory, Saheednagar, Bhubaneswar, Khordha, Odisha, pin-751007.**
- VII) SITL will not be responsible for any delay on the part of the Consultants in submission of the proposals. Any proposal received by SITL,Bhubaneswar after the prescribed deadline for submission of proposal will be summarily rejected. No further correspondence in this regard will be entertained.
- VIII) Financial proposal should be prepared as per format with the Quotation documents.

Copy to-

1. Notice Board of this office
2. Notice board of office of :
 - a) Krishi Bhavan, Bhubaneswar
 - b) Soil Testing Laboratory, Bhubaneswar
 - c) Seed Testing Laboratory, Bhubaneswar
 - d) Fertilizer Testing Laboratory, Bhubaneswar
 - e) I&PR Dept., Odisha, Bhubaneswar

**QUOTATION CALL NOTICE FOR NABL ACCREDITATION OF SITL,
SAHEEDNAGAR, BHUBANESWAR**

TECHNICAL BID

1. Project Profile & Background Information

SITL, Bhubaneswar is only of its kind in the State for analyzing the quality of pesticides available and used in the farmers' field. Analysis of pesticides is a major approach towards achieving availability of good quality plant protection chemicals for boosting up agricultural production as well to protect environment from any hazardous incidence. SITL is committed to its quality policy by maintaining highest ethical standards and professionalism by providing quality testing services which are reliable, accurate and timely reporting.

NABL accreditation is a prerequisite for any pesticide testing laboratory. As a state level pesticide testing laboratory, SITL intends to facilitate NABL accreditation as per ISO/IEC 17025:2017 standards for testing labs. RFP is invited from consultancy service agencies offering ISO/IEC 17025:2017 consultancy services for handholding the laboratory for documentation, training, internal audits & other relevant activities and ensure NABL accreditation of SITL as per ISO 17025.

A. Legal Status

- The laboratory was established by Department of Agriculture, Government of Odisha.
- The laboratory operates as service labs and involved intesting of enforcement pesticide samples.

B. Scope:

- a. **Testing Service:** Analysis of pesticide samples received from Government officials (Pesticide Inspectors).
- b. For getting NABL Accreditation intends to obtain consultancy services from experienced and competent consultant for this laboratory on the terms and condition laid down in subsequent sections.

2.(A) Technical proposal

Qualification/Eligibility Criteria

A bidder participating in the procurement process shall possess the following minimum pre- qualification/ eligibility criteria.

Sl. No.	Basic Requirements	Specific Requirements
i	Legal Entity	1. The bidder should be a Proprietorship firm duly registered under any relevant Act of State/ Union, as applicable for dealing in the subject matter of procurement (Note: A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder) OR A company registered under Indian Companies Act, 1956 OR A partnership firm registered under Indian Partnership Act, 1932. (If the bidding party is a partnership establishment or a partnership company, the labour license should be in the name of that partnership establishment, or in the name of partnership Company.)
ii	Tax registration	a. The bidder participating in the tender must be registered under Odisha GST (OGST) Act as per the O.G.F.R -214 b. PAN Card
iii	Technical capability	a. The bidder should submit list of laboratories, where the services have been provided, minimum of 3labs. b. Any proof (Work order/Copy of invoice/Satisfactory work completion certificate) of at least 03 labs with chemical testing scope.
iv	Experience	The bidder must have at least 3 years of business experience of similar nature. Bidder having experience in providing NABL accreditation for quality control lab will be given preference.
v	Bid processing fee(Non refundable)	Bid processing fee of Rs 500/- in form of D. D/ Banker's cheque from any scheduled nationalized commercial banks in favor of ADA-Senior Analyst, SITL, Bhubaneswar payable at Bhubaneswar.Proposal received without bid processing fee will be rejected .
vi	Performance security	Performance security of Rs 12500/- to be submitted within 7days of notifying of the acceptance of proposal for the award of contract of successful bidder in shape of Demand Draft / Fixed Deposit Receipt from any of the scheduled commercial banks in favour of ADA-Senior Analyst,SITL, Bhubaneswar

N:B- The bidder should submit copy of the above mentioned documents in a sealed envelope superscribed as A (Technical Proposal) as a proof of the testimony to be qualified for technical eligibility criteria. Those who fails to produce the above documents will be summarily rejected.

(B) FINANCIAL PROPOSAL

Ref. No. :Dated:

Bidder Name:

S.No	Item Description	Qty	Unit Cost (in Rs) Inclusive of all govt. taxes, other levies except GST	Applicable GST, if any	Total cost (In Rs.) (Inclusive of all govt. taxes, other levies and GST)
A.	Consultancy services to assist SITL, Bhubaneswar in obtaining NABL accreditation as per ISO/IEC-17025 /2017 mentioned at point no 6 in activity schedule under Dept. of Agriculture & Farmers Empowerment Other charges like travel and logistics etc.	01			
	Grand Total				

Total in words:.....

- a. The rates quoted should be as per activity schedule with time lines at point no 6. Proposals quoting zero or abnormally low rates as felt by the committee will be rejected.
- b. The rates finalized will not be changed throughout the period of proposal validity.
- c. The consultant may be awarded works for performance of services to SITL, only at the rate quoted above.

Name of the Bidder: -

Seal of the Organization: -

Date:

Place :

C .Evaluation criteria:

- a. The consultants who substantially confirm to the “Qualification / eligibility criteria” at point no 2 shall be considered as Qualified bidder. The Qualified bidder must secure a minimum of 30marks out of the total 50marks to qualify in to the technical evaluation. After technical evaluation, the bidder will be ranked on the basis of marks secured in the technical evaluation and will be determined as Technically qualified bidder.
- b. After finalization of technical bidding the firm, those who qualified in the technical bidding will be considered for opening of financial evaluation
- c. The total prices for all the works given in Financial proposals as quoted by such technically qualified consultants shall be evaluated and compared.
- d. The Consultant found technically qualified and quoted lowest cost shall be considered for issue of work order
- e. The firm securing highest score in technical evaluation (If the score difference between 1st highest scorer and the next highest scorer is 10 or more marks) have the option to get a chance to offer the lowest quoted price if the said firm quoted more.

Evaluation Format(Technical evaluation)

Sl.No	Particulars	Criteria (in numbers)	Marks	Max. marks
1.	Firm have successfully provided consultancy services to number of labs for getting NABL accreditation	Min 5 5-8 8-10	5 8 10	10
2.	No. of PTs facilitated	Min 5 5-8 8-10	5 8 10	10
3.	No. of ILC facilitated	Min3 3-5 More than 5	5 8 10	10
4.	No. of authorized/certified trainer/experts in the team	Min 1 More day 1	5 10	10
5.	Overall presentation on methodology and work plan	-	-	10

(The bidder will give a presentation before the committee on methodology and plan to approach the activity schedule i.e, Scope of work with timeline as per the point no6.)

NOTE: SITL reserves the right to reject proposals that do not meet eligibility or proposal submission requirements (as detailed above) without further notice to the consultants. Issuance of this RFP does not constitute a commitment on the part of SITL nor does it commit SITL to pay for the costs incurred in submission of proposal. Further, SITL reserves the right to reject any or all proposals received and to negotiate separately with a consultant, if such action is considered to be in the best interest of SITL.

3. Terms of Reference:

- a. The consultancy service is needed to cover the entire requirements of ISO - 17025:2017 from pre NABL preparedness to application with documents, upto issuance of accreditation certificate to the lab.
- b. The service providers must cover the following basic needs/ aspects during the course of consultancy-
 - i) **Scope finalization** - the service provider shall discuss and provide guidance to lab officials for finalization of scope for accreditation.
 - ii) **Documentation**- The service provider shall guide to prepare and complete the documentation part, the service provider must cover all the regular 04 documents viz; Quality policy, System operate procedures, guidance for preparation of SOP's, work instruction and formats for data, record and all other essential parts of documentation.
- c. The service providers must provide spot training as and when required time to time during the course of documentation and preparation of NABL application.
- d. The service provider also guides to assess/calculate the measurement uncertainty/z, score calculation and technical & statistical required fulfilling as per the ISO 17025:2017 guidelines and NABL requirements.
- e. The service provider shall provide required assistance to complete necessary clauses of ISO: 17025:2017 and to assist for completion of all such activities in time.
- f. The service provider shall also provide training/assistance/guidance for ILC (internal Laboratory Comparison)/PT (Proficiency Testing)/Internal Audit, its procedure and NC closer, risk assessment, decision rule etc. besides covering entire clauses, where such assistance will be needed.
- g. The service provider shall guide to make Data Sheets, records and freezing off formats.
- h. The service provider shall cover the aspect of measurement uncertainty.
- i. The service provider shall cover the entire process of **Internal audit**, how to conduct, what aspects to be cover, important things to ponder during audit cycle, audit plans, NC raising, closing of NC etc.
- j. The service provider shall assist to make the structure for MRM and related all aspects.
- k. The service provider will also help/guide for NC closers raised in external audit.
- l. The service provider shall help/assist/guide for preparation of application for NABL accreditation, its uploading on NABL portal etc.
- m. The service provider also guides to handle the pre assessment and Final assessment stage.
- n. Any other service required for NABL Accreditation not included above.

4. Other terms and conditions:

- a. The hired Consultant is fully responsible to provide services and guidance for development of laboratory and related documentation required for accreditation.
- b. **Arrangements related for Lab development** like equipment's, accessories, calibrations, and infrastructural requirements etc will be arranged by the department as per the guidance provided by the approved consultant.
- c. No transportation/lodging/boarding/food etc charges will be given to the consultant during his visits under the contract period. The arrangements for lodging and boarding/food of himself /or his staff will be the sole responsibility of the approved bidder.
- d. The rates offered should be firm and fix, any extra charges shall not be paid.

5. Payment Schedule: Payments to the bidder, would be made as under: -

- a. The payment shall be released within 30 days of submission of claims as per following schedule:
 - i. 20% upon submission of completion of Gap Assessment, training and submission of Gap Assessment Reports.
 - ii. 50% after final assessment /audit by NABL
 - iii. 30% after receiving NABL Accreditation Certificate
- b. No advance payment will be made.

The payment will be given after successful completion of the activity through treasury- transaction mode. The bill has to be produced within 10 days after completion of the activity in duplicate in the name of Assistant Director of Agriculture, Senior Analyst, SITL, Bhubaneswar.

- i. The currency in which payments shall be made to the selected bidder under this bid shall be Indian Rupees (INR) only.
- ii. All remittance charges will be borne by the selected bidder.
- iii. Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bid document, will be deducted from the payments for the respective work.
- iv. Taxes, as applicable, will be deducted/ paid, as per the prevalent rules and regulations.

6. Activity Schedule with timelines: (service level standard)

Sl. No.	Brief Description of key Activity	Deliverables	Timeline (No.ofdays)
a	Completion of Gap Assessment of the SITL	Gap Assessment Report of SITL	20days
b	Calibration of Instrument	Obtaining calibration certificate	20days
c	Completion of review of all documents, SOPs, Forms, etc.	Preparing Quality Manuals, SOPs, Formsetc.	40days
d	Completion of all scheduled trainings	TrainingReports	10 days
e	Proficiency Testing Registration and Intra lab comparison	Obtaining Z-score	20days
f	Internal Audit and mock assessment and closure on non-conformities noted during Internal Audit andmock assessment	Report on preparedness for submission ofApplication to NABL	30days
g	Application submission to NABL,pre-assessment completed by NABL's assessors, necessary correctiveactions taken in closing the observations, if any	Pre assessment report and corrective actions submitted to NABL	20days
h	Final Assessment by NABL	NABL Certificates	40days
	TOTAL		200 Days

7. LD and PenaltyClause:

- a. For LD purpose- The service provider shall start the service within 15 days from the date of issue of work order, otherwise the LD will be charged as per RTPP Rules, 2013 and GF&AR.
- b. For Service level standards- The bidder has to provide the services as per the TOR mentioned at point 3.0 of the bid document and the activity and timeline schedule mentioned at point no 5.0. If the bidder fails to attend the call / fails to maintain the service level standards then Rs 100/- per day will be deducted, maximum deduction will be Rs 1500/- from the part/running bill, will be made.
 - i. If the supplier requires an extension of time in completion of contractual service on account of occurrence of any hindrance, he shall apply in writing to the authority, which has placed the work order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of service.
 - ii. Delivery period may be extended with or without liquidated damages if the delay in the service/activity is on account of hindrances beyond the control of the bidder.
 - iii. The bidder has to maintain the quality of service (QoS) during the entire contract period to ensure delivery of high quality training in an efficient manner.

8. Price validity- The quoted price will remain valid and unchanged till the issue of accreditation Recommendation letter by NABL. The bidder has to submit the original bid document with seal and signature on each page along with the financial offer in a sealed envelope in the name of ADA-Senior Analyst, State Insecticide Testing Laboratory, Bhubaneswar.

9. Performance Security -

- a. To ensure due performance of the contract performance security is to be obtained from the successful bidder awarded with the contract. Performance security should be for an amount of 5 % of the value of the contract.
- b. Performance security should be accepted in the form of Account payee demand draft or fixed deposit receipt from any of the scheduled commercial banks.
- c. Micro and small enterprises (MSME) and Start-ups are allowed concessional payment of performance security @25% of the performance security prescribed for normal bidders.
- d. The performance security valid for a period of 60 days beyond the date of completion of all contractual obligations of the supplier including warranty obligation.

10. Execution of Agreement

- a) A procurement contract shall come into force from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.
- b) The successful bidder shall sign the procurement contract within 10 days from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder.
- c) If the bidder, who's Bid has been accepted, fails to sign a written procurement contract within specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process or if it deems fit, offer for acceptance the rates of lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the bidding document.
- d) The bidder will be required to execute the agreement on a non-judicial stamp of Rs 500/- at its cost to be purchased from Bhubaneswar, Odisha

11. Force Majeure

- a) The supplier/ selected bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the supplier/ selected bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the supplier/ selected bidder. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

- c) If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the ADA-Sr Analyst, SITL writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by ADA-Sr Analyst, SITL the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical.
- d) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.
- e) In case a Force Majeure situation occurs with the ADA-Sr Analyst, SITL, the ADA-Sr Analyst, SITL may take the case with the supplier/ selected bidder on similar lines.

12. Validity of contract

The rate contract shall be valid up to one year from the date of execution of the agreement or till the issue of NABL Certificate. The period can be extended with mutual agreement at same rate.

BIDDER'S AUTHORIZATION CERTIFICATE

{to be filled by the bidder}

To,
The Assistant Director of Agriculture
Senior Analyst, SITL, Bhubaneswar.

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with Limited bid notice reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder:-

Verified Signature:

Authorized Signatory: -

Seal of the

Organization:

Date:

Place:

SELF-DECLARATION

{to be filled by the bidder}

To,
The Assistant Director of Agriculture
Senior Analyst, SITL, Bhubaneswar

In response to the Quotation Call Notice Refn. _____ dated _____
for {Project Title}, as an Owner/ Partner/ Director/ Auth. Sign. Of

_____, I/ We hereby declare that presently our
Company/ firm _____, at the time of bidding, -

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years.
- e) does not have any black listing or debarment by any other procuring entity.
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons.
- g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i) will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GOJ, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,
Name of the Bidder: -
Authorized Signatory: -
Seal of the
Organization: -
Place:

DECLARATION BY BIDDER

{to signed by selected bidder}

To,

The Assistant Director of Agriculture
Senior Analyst, SITL, Bhubaneswar

I/We declare that I am/we are experienced and competent consultant of NABL for ISO 17025:2017 and I/ We have quoted for selection of consultant for imparting the consultancy service to the laboratory.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the bid, if any, to the extent accepted may be cancelled.

Name of the Bidder: -

Seal of the

Organization: -

Date:

Place:

FINANCIAL COVER LETTER

{to be submitted by the bidder on his Letter head}

To,
The Assistant Director of Agriculture
Senior Analyst, SITL, Bhubaneswar

Ref : Quotation Call Notice No.: _____ Dated: _____

Dear Sir,

We, the undersigned bidder, having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Bill of Material, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.

I / We undertake that the prices are in conformity with the specifications prescribed. The quote/ price are inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/duties.

I / We undertake, if our bid is accepted, to deliver the service in accordance with the points specified in the TOR.

I / We agree to abide by this bid for a period of 30 days after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that you are not bound to accept the lowest or any bid you may receive.

We agree to all the terms & conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard.

Date:
Authoriz
ed
Signator
y Name:
Designation:

DRAFT AGREEMENT FORMAT

{to be mutually signed by selected bidder and procuring entity on Rs 500/- Non judicialstamp paper}

This Contract is made and entered into on this _day of, 2024 by and between State Insecticide Testing laboratory, under Dept. of Agriculture & Farmers Empowerment, having its office at Bhubaneswar (herein after referred to as Purchaser/ SITL) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONEPART

And

M/s _____, a company/Firm registered under _____ with its registered office at _____ (herein after referred as the "Successful Bidder/ Service provider") which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on the OTHERPART.

And whereas

The service provider represents that it has the necessary experience for carrying out the overall work as referred to herein and has submitted a bid and subsequent clarifications for providing the required services against said NIB and bid document issued in this regard, in accordance with the terms and conditions set forth herein and any other reasonable requirements of the Purchaser from time to time.

Now it is hereby agreed to by and between both the parties as under: -

1. The NIB Ref.No. dated..... and bid document dated issued by SITL along with its enclosures/ annexure, wherever applicable, are deemed to be taken as part of this contract and are binding on both the parties executing this contract.
2. In consideration of the payment to be made by SITL to service provider at the rates set forth in the schedule here appended approved supply will duly supply the said articles set forth in thereof and provide related services in the manner set forth in the bid document, along with its enclosures/annexure and Technical Bid along with subsequent clarifications submitted by supplier.
3. The SITL do hereby agree that if service provider shall duly provide the said

services in the manner aforesaid observe and keep the said terms and conditions of the bid document and Contract, the SITL will pay or cause to be paid to supplier, at the time and the manner set forth in the said conditions of the bid document, the amount payable for each and every project milestone & deliverable. The mode of Payment will be as specified in the bid document.

4. The timelines for the prescribed Scope of Work, requirement of services and deployment of technical resources shall be effected from the date of work order i.e. and completed by service provider within the period as specified in the bid document.
5. In case of extension in the delivery and/completion period with liquidated damages, the recovery shall be made on the basis of following percentages of value of stores/ works which supplier has failed to supply/ install/ complete: -

LD and Penalty Clause:

- a) For LD purpose- The service provider shall start the service within 15 days from the date of issue of work order, otherwise the LD will be charged as per RTPP Rules, 2013 and GF&AR.
- b) For Service level standards- The bidder has to provide the services as per the TOR mentioned at point 3.0 of the bid document and the activity and timeline schedule mentioned at point no 5.0. If the bidder fails to attend the call / fails to maintain the service level standards then Rs 100/- per day will be deducted, maximum deduction will be Rs 1500/- from the part/running bill, will be made.
 - i. If service provider requires an extension of time in completion of contractual service on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the work order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
 - ii. Delivery period may be extended with or without liquidated damages if the delay in providing the services is on account of hindrances beyond the control of supplier.
 - iii. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided as per the procedure mentioned in the bid document.

In witness whereof the parties have caused this contract to be executed by their Authorized Signatories on this day of _____, 2023.

Signed By:	Signed By:
() Designation:, Company:	(Authorized Signatory) ADA-Senior Analyst, SITL, Bhubaneswar.
<i>In the presence of:</i>	<i>In the presence of:</i>